Comdial Impact/Impression notes for VIP4000

To install the VIP4000 to a Comdial Impact/Impression phone system there must be a Analog Terminal Interface (ATI-D) installed for every two voice mail ports.

The Voice Mail system requires one extension for each voice mail port. The Voice Mail card supports two channels per board jack. Use the supplied cords to connect the voice mail system to your main distribution frame (MDF) and the Comdial Impact/Impression phone system.

Channel assignments are as follows:

4 Port	J1	Red and Green	Channel 1
		Yellow and Black	Channel 2
	J2	Red and Green	Channel 3
		Yellow and Black	Channel 4

The following must be programmed in the Comdial phone system for the voice mail/ automated attendant to perform properly.

Voice mail port configuration

Miscellaneous Feature Programming

Voice Mail Port = enter all the voice mail extension

Programming from station 10

Dial 53 " STATION FEATURES "
Dial 32 " VOICE MAIL PORT "
Select station ports to be programmed (LED On = Selected)
- Station 10 - 57 = Dial 10 - 57 or press C10 - C57.
Dial * for next feature or ** for configuration mode.

Programming from a VDT

Dial 3 for Station C.O.S. and RETURN
Dial 10 for Miscellaneous Feature Programming and RETURN
Dial 19 for Voice mail Port and RETURN
Enter the extension number for all the voice mail ports

System Timing

Timed Hold Recall Time = 7 minutes, make sure this value does not conflict with the call forward time.

Programming from station 10

Dial 14	" HOLD RECALL XXX "
Dial 9 or Press A11	" HOLD RECALL 420 "
Dial * for configuration mode.	

Programming from a VDT

Press 1 for System C.O.S. Programming and RETURN
Press 3 on System Timing and RETURN
Press 7 for DTMF Extended Dialling and RETURN
Press 9 to select 420 sec (7 minutes) and RETURN
Press 11 to RETURN to previous menu

Extended DTMF Tones = 80 msec.

Programming from station 10

Dial 26	" DTMF DIALNG XXXX "
Dial 02 or press A2 for 80 msec	" DTMF DIALNG 80 "
Dial * for configuration mode	

Programming from a VDT

Press 1 for System C.O.S. Programming and RETURN
Press 3 on System Timing menu and RETURN
Press 7 for DTMF Extended Dialling and RETURN
Press 2 (80msec) and RETURN
Press 14 to RETURN to previous menu

Assign Voice Mail Stations to Hunt Group

Programming from station 10

Dial 53 " STATION FEATURES "
Dial 18 " HUNT LINK "
Select the first voice mail port = 16
- Station 12 - 57 = Dial 12 - 57 or press C12 - C57.
Select the second voice mail port = 17
- Station 12 - 57 = Dial 12 - 57 or press C12 - C57.
Dial * for another link
Select the second voice mail port = 17
- Station 12 - 57 = Dial 12 - 57 or press C12 - C57.
Select the third voice mail port = 18
- Station 12 - 57 = Dial 12 - 57 or press C12 - C57.
Dial * for another link
Select the third voice mail port = 18
- Station 12 - 57 = Dial 12 - 57 or press C12 - C57.
Select the forth voice mail port = 19
- Station 12 - 57 = Dial 12 - 57 or press C12 - C57.
Dial * for another link
Select the forth voice mail port = 19
- Station 12 - 57 = Dial 12 - 57 or press C12 - C57.
Select the first voice mail port = 16
- Station 12 - 57 = Dial 12 - 57 or press C12 - C57.
Dial *** for configuration mode.

Programming from a VDT

Press 1 for Station C.O.S. and RETURN
Press 4 for Assign Station and RETURN
Dial a SOHVA Group number (0-8) and RETURN
Enter each of the Voice Mail extension numbers and RETURN
Press 14 to RETURN to previous menu

Voice Mail Line ID

Programming from station 10

Dial 43 " VOICE MAIL LN ID "
Select line port (LED On = Line Assigned)
- Line port 1-14 = Dial 01 - 14 or press A1 - A14.
- Line port 15 and 16 = Dial 15, 16 or press B1, B2.
- Line port 17 - 24 = Dial 17 - 24 or press HOLD then A1 - A8.

Dial # to clear current ID.
Dial ID number (6 digit maximum)

C.O. line 1 - 801
C.O. line 2 - 802
C.O. line 3 - 803
C.O. line 4 - 804
etc.

Dial * for further ID assignment.
- or -
Dial ** for configuration mode

Programming from a VDT

Dial 2 for Line C.O.S. programming.
Dial 11 for Voice Mail ID.
Enter line number = 1.
Enter Voice Mail ID = **801** for line 1.
Dial 11 to set the Voice Mail ID for line 2.
Enter line number = 2.
Enter Voice Mail ID = **802** for line 2.
Dial 11 to set the Voice Mail ID for line 3.
Enter line number = 3.
Enter Voice Mail ID = **803** for line 3.
Dial 11 to set the Voice Mail ID for line 4.
Enter line number = 4.
Enter Voice Mail ID = **804** for line 4.

Line Programming

Positive Disconnect Supervision = Enable, check with the Telco if the C.O. lines have disconnect supervision on them.

Programming from station 10

Dial 48 " DIS. SUPERVISION "
Select line ports for disconnect supervision (LED On = lines selected to receive tables).
- Line port 1-14 = Dial 01 - 14 or press A1 - A14.
- Line port 15 and 16 = Dial 15, 16 or press B1, B2.
- Line port 17 - 24 = Dial 17 - 24 or press HOLD then A1 - A8.

Dial * for configuration mode.

Programming from a VDT

Dial 2 for Line C.O.S. Programming.
Dial 14 for Line Disconnect Supervision.
Enter 1 to enable.
Enter the line number to enable.
Press 14 to enable other line.

Station Features

Call Forward on Busy/Ring-No Answer

Programming from station 10

Dial 53.	“STATION FEATURES”
Dial 21.	“CALL FWD RNA”
Dial 0 -9 for 0 - 9 rings before forwarding.	“Rings = X”
Select station ports (LED On = Feature Assigned)	
- Station 10 - 57: Dial 10 - 57 or press C10 - C57.	
Dial * for additional station ring assignments.	
- or -	
dial ** for next station feature.	
- or -	
dial *** for configuration mode.	

To remove call forwarding from a station, assign 0 rings.

Programming from a VDT

Press 9 on Station menu and RETURN.
Press 1 to Assign a hunt group and RETURN.
Press 1 to ENABLE and RETURN.
Press 2 for Call Forward RNA and RETURN.
Enter number of rings and RETURN.
Enter station number and RETURN.

Note: If this feature is enabled, also program the system intercom signalling as TONE first.

Tone First Intercom Signalling

Programming from station 10

Dial 16.	“ XXXXX ANN. FIRST ”
Dial 2 for TONE FIRST.	“ Tone ANN. FIRST “
Dial * for configuration mode.	

Programming from a VDT

Press 1 on System Options menu and RETURN.
Press 2 for TONE FIRST.
a confirmation is displayed.

Full Time Automated Attendant Programming

Programming from station 10

Access code for Direct department Calling

Dial 52	"ACCESS CODE"
Dial 2 to assign access code to department	"DEPT. CALLING"
Dial 1 - 4 for department 1- 4	"DEPT X YYYY"
Dial access code (0090)	"DEPT X YYYY ZZZZ"
Dial ** for configuration mode.	

Maximum access code length is four digits. If less than four digits, leading zeros must be dialled before the number.

Line ports for Direct Department Calling

Dial 39	"DEPT. CALLING"
Dial 4 for department 4	"DEPARTMENT 4"
Select line ports to be assigned (LED On = assigned)	
- Line port 1-14 = Dial 01 - 14 or press A1 - A14.	
- Line port 15 and 16 = Dial 15, 16 or press B1, B2.	
- Line port 17 - 24 = Dial 17 - 24 or press HOLD then A1 - A8.	
Dial * * for configuration mode.	

Station Ports for Direct Department Calling

Dial 53	"STATION FEATURES"
Dial 19	"DEPT. CALLING"
Dial 4 for department 4	"DEPARTMENT X"
Select department stations	
- Station 10 - 57 = Dial the first voice mail extension	
Dial ** for next station feature	
Dial 19	"DEPT. CALLING"
Dial 4 for department 4	"DEPARTMENT X"
Select department stations	
- Station 10 - 57 = Dial the second voice mail extension	
Dial ** for next station feature	
Dial 19	"DEPT. CALLING"
Dial 4 for department 4	"DEPARTMENT X"
Select department stations	
- Station 10 - 57 = Dial the third voice mail extension	

Dial ** for next station feature
Dial 19 “DEPT. CALLING”
Dial 4 for department 4 “DEPARTMENT X”
Select department stations
- Station 10 - 57 = Dial the fourth voice mail extension
Dial *** for configuration mode.

Programming from a VDT

1 - System C.O.S. Programming

2 - System Options
4 - Assign pilot number to Department
Enter Department Number = 4 (1 - 4)
Enter Pilot Number = 50

2 - Line C.O.S. Programming

9 - Assign Line to Department
1 - Assign Line to Department
Enter Department Number = 4
Enter Line Number(s) = 1 the first C.O. line
1 - Assign Line to Department
Enter Department Number = 4
Enter Line Number(s) = 2 the second C.O. line
1 - Assign Line to Department
Enter Department Number = 4
Enter Line Number(s) = 3 the third C.O. line
1 - Assign Line to Department
Enter Department Number = 4
Enter Line Number(s) = 4 the fourth C.O. line
etc. for more lines.

3 - Station C.O.S. Programming

3 - Assign Station to Department
1 - Assign Station to Department
Enter Department Number = 8
Enter Station Number(s) = enter the first VM extension

1 - Assign Station to Department
    Enter Department Number = 8
    Enter Station Number(s) = enter the second VM extension
1 - Assign Station to Department
    Enter Department Number = 8
    Enter Station Number(s) = enter the third VM extension
1 - Assign Station to Department
    Enter Department Number = 8
    Enter Station Number(s) = enter the fourth VM extension

Delayed Ring (Over Flow)

The Comdial Impact/Impression phone system does not allow a condition where by the operator can not answer calls (external) and the Automated Attendant answers as a back up. The phone system allows for full time operator or automated attendant answer.

Retrieve a message.

To program the button perform the following at each extension:

Intercom + **1 + select a button + Intercom +VIP4000 port + 9 + # + Ext. # + Speaker.

After programming the button on the phone label it as **VOICE MAIL PICK UP.**

To retrieve messages from a mail box the **VOICE MAIL PICK UP** button would have to be pressed and the passcode entered when request from the voice mail system.

Extension Transfer

To program the button perform the following at each extension:

Intercom + **1 + select a button + Intercom +6 + VIP4000 port + Speaker.

If an external call is answered at a extension and they wish to transfer the call to another extension and have it go into voice mail automatically, press the Extension Transfer button and exter the extension number when the voice mail system answers.

The VIP4000 Windows Version 1.11 should be programmed with a value for the following screens:

Class of Service

Screen 1 of 3

Call Transfer Mode (BNA, BSY, BX)	: BX
Overhead Page Dial Code	: &, One of the following codes
Zone 1 Paging (internal)	: 84,
Zone 2 Paging (internal)	: 85,
Zone 3 Paging (internal)	: 86,
All-Call Paging (internal)	: 87,
External Paging	: 89,

Program SetUp section

Screen 1 of 3

Call Transfer Dial Code	: ,&,X
Call Busy/NoAns Dial Code	: ,
Call Disconnect Dial Code	: *#
Call Hold Dial Code	: &,
Call Retrieve Dial Code	: &,&,&,
Call Screen Dial Code	: &,
Busy Return Dial Code	: 2
Busy On Hold Duration:	: 5
Page On Hold Duration:	: 5
Msg Waiting Lamp On Dial Code	: *3,X

Screen 2 of 3

Msg Waiting Lamp Off Dial Code	: #3,X
Call Redir Mode (Hold, Release)	: Hold
Redirect Transfer Dial Code	: &,
Redirect Busy/NoAns Dial Code	: &,&,
Redirect Connect Dial Code	: &,

Company SetUp section

Screen 1 of 3

Operator Day Ext. (1-9999)	: Operator Extension number
Operator night Ext. (1-9999)	: Night Operator Extension number
Msg Waiting Lamp Line Number	: Last voice mail port

Screen 2 of 3

Msg Notification Line Number	: Second last voice mail port
Voice Mail Port Ext.	: First voice mail port extension number.

NOTE: The extension numbers used for the VIP4000 **MUST** be in numeric consecutive order. If the extensions are on different cards that is acceptable, but renumber all the extensions with numbers in consecutive order.

System SetUp

Flash On-Hook Time (&)	(10ms)	: 55
Dialout Pause Time (,)	(10ms)	: 150
DTMF Interdigit Delay	(10ms)	: 10
Dialout DTMF Duration	(10ms)	: 15
Off Hook Delay	(10ms)	: 50
Ring On Time	(10ms)	: 1
Ring Off Time	(10ms)	: 1

Channel Setup

The values in the channel setup section of the voice mail system should **NOT** be changed unless a VoiceGate technician instructs you to do so.

The VIP4000 V3.0 should be programmed with a value for the following screens:

User SetUp section (Class of Service - Screen 2 of 2)

Call Transfer Mode (0-BNA, 1-BSY, 2-BX) : 2
Overhead Page Dial Code : &, One of the following codes

Zone 1 Paging (internal) : 84,
Zone 2 Paging (internal) : 85,
Zone 3 Paging (internal) : 86,
All-Call Paging (internal) : 87,
External Paging : 89,

Program SetUp section

Screen 1 of 5

Call Transfer Dial Code : ,&,X
Call Busy/NoAns Dial Code : &,
Call Disconnect Dial Code : *#
Call Hold Dial Code : ,
Call Retrieve Dial Code : &,&,&,
Call Screen Dial Code : &,

Screen 2 of 5

Busy Return Dial Code : 2
Reorder Dial Code :
Busy On Hold Duration: : 5
Page On Hold Duration: : 5
Message Waiting Lamp On Dial Code : *3,X
Message Waiting Lamp Off Dial Code : #3,X
Call Redir Mode (0-Hold, 1-Rls) : 0
Redirect Transfer Dial Code : &,
Redirect Busy/NoAns Dial Code : &,&,
Redirect Connect Dial Code : &,

Company SetUp section

Screen 1 of 4

Operator Day Ext.	: Operator Extension number
Operator night Ext.	: Night Operator Extension number

Screen 2 of 4

Message Waiting Lamp Line Number:	Last voice mail port
Message Notification Line Number :	Second last voice mail port

Screen 3 of 4

First Voice Mail Port Ext. (1-9999) :	First voice mail port extension number.

NOTE: The extension numbers used for the VIP4000 **MUST** be in numeric consecutive order. If the extensions are on different cards that is acceptable, but renumber all the extensions with numbers in consecutive order.

System SetUp

Flash On-Hook Time (&)	(10ms)	: 55
Dialout Pause Time (,)	(10ms)	: 150
DTMF Interdigit Delay	(10ms)	: 10
Dialout DTMF Duration	(10ms)	: 15
Off Hook Delay	(10ms)	: 50
Ring On Time	(10ms)	: 1
Ring Off Time	(10ms)	: 1

Channel Setup

The values in the channel setup section of the voice mail system should **NOT** be changed unless a VoiceGate technician instructs you to do so.

Call ID

If the Comdial Impact/Impression DSU I is equipped to support Caller ID Display (hardware and software) and a VIP4000 is installed for Automated Attended operation, any external calls that the VIP4000 transfers to extensions will not disturb the caller ID information sent from the telephone company.

Direct Voice Mail Transfer

To program the button perform the following at each extension:

Intercom + **1 + select a button + Intercom +VIP4000 port + 9 + * + Speaker

After programming the button on the phone label it as **TRANSFER to VOICE MAIL.**

To transfer a call to a voice mail box while on a call press the **Transfer to Voice Mail** auto-dial button, then dial the extension number of the party to receive the voice mail message. The Comdial will automatically dial the voice mail system and open the correct voice mail box.

Auto Station Logon

The Comdial DXP does accommodate automatically the auto station logon feature. To enable the phone system to provide auto station logon, a button must be programmed on each phone with the following:

Intercom + **1 + select a button + Intercom +VIP4000 port + 9 + # + Ext. # + Speaker.

Retrieve a message.

To program the button perform the following at each extension:

Intercom + **1 + select a button + Intercom +VIP4000 port + 9 + # + Ext. # + Speaker.

After programming the button on the phone label it as **VOICE MAIL PICK UP.**

To retrieve messages from a mail box the **VOICE MAIL PICK UP** button would have to be pressed and the passcode entered when request from the voice mail system.

When a extension's message lamp is ON the user will have to either pick-up the handset or press the speaker button and then press the programmed **VOICE MAIL PICK UP** button. If the lamp is OFF, but the user would like to access their voice box they will have to either pick-up the handset or press the speaker button and then press the **VOICE MAIL PICK UP** button.

NOTE:
When a user is calling the voice mail system using the speaker phone instruct them to **MUTE** the microphone.

Check to Unanswered Call transfer Recall Time - If this time is lower than the call forward time then the Comdial will return the call to the voice mail port and the voice mail port will answer the call as a company call.